

# BUSINESS OFFICE MANAGER

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**Department: Administration**

**FLSA Status:**

**Work Schedule: M-F 8 am- 4:30pm**

**Job Status: Full-time**

**Reports To: Administrator**

**Positions Supervised: NA**

## **POSITION SUMMARY:**

The position will direct the overall Health Center Business Office activities in accordance with current applicable federal, state, and local standard guidelines and regulations and as directed by the SNF Administrator to assure the proper administrative procedures are maintained.

## **ROLES AND RESPONSIBILITIES:**

1. Completes daily census worksheet and tracks census for accuracy. Reconcile census worksheet and accounts receivable system census reports. Reconcile to 24 hour nursing report. Adjust accounts receivable and statistical reports as necessary to maintain accurate census records.
2. Reconcile monthly census worksheet with accounts receivable monthly census reports and send to the Support Office.
3. Obtains face sheet and Admission Packet from admissions and verifies accuracy and completeness. Inputs patient master information into the accounts receivable system and updates as necessary for accurate census reporting.
4. Verify benefits on all new admissions and monthly thereafter.
5. Meet every new Admission Responsible Party and complete the BOM form for each admission and secure accurate financial information.
6. Collect all payments due upon Admission and by the 15<sup>th</sup> of every month thereafter.
7. Gathers resident monthly ancillary charges; inputs ancillary charges and adjustments into the computer system. Review monthly ancillary charge list for accurate AR Type allocation.
8. Prepares billing forms, reports and/or attachments for third party payer sources.
9. Generates and reviews private pay invoices and distributes to responsible party.
10. Assures that bills are paid in a timely and accurate manner. Notifies Administrator of any patient accounts older than 30 days; Follows up on collection of bills.
11. Notify Administrator of any Involuntary 30 Day Discharge letters needed and coordinate with Senior Director of Revenue Cycle.
12. Weekly AR Reviews with Administrator and email to Senior Director of Revenue Cycle as part of Weekly Reports.
13. Participate in Monthly AR Reviews with Senior Director of Revenue Cycle.
14. Reviews aged receivable reports; researches past due accounts; maintains individual collection records on past due patients in an AR Collections Binder

15. Deposit cash receipts via check scanner and post payments in the accounts receivable system and ensure timely deposits.
16. Reviews credit balances and request patient refunds. Prepares patient refund records request and send to the Support Office with following the procedure and process on a weekly basis.
17. Answers telephone inquiries and routine correspondences concerning amount of patient account balances.
18. Participate in monthly Medicare & Insurance Triple Check, prepares and reviews monthly Medicare Part A, Medicare Part B, Insurance Part A and HMO Part B claims and notify the Support Office when ready for submission to for billing.
19. Work with each family member/resident to ensure timely and accurate initial certification and recertification for Medicaid benefits.
20. Submit Status Request on Medicaid Pending applications and work closely with HHSC to ensure completion of Medicaid Applications, including FSSA and portal checks.
21. Weekly Medicaid Pending Reviews with Administrator and email Medicaid Pending Logs to Senior Director of Revenue Cycle as part of Weekly Report.
22. Immediately communicate correspondences from fiscal intermediaries and other to the Support Office.
23. Submit Medicare Bad Debt and General Bad Debt write offs to Senior Director of Revenue for additional approvals.
24. Work with Pioneer to monitor bad debt level and avoid a significant increase
25. Work with Cash Applications Team and have cash reconciled on a daily basis and by the 3rd Business Day of every month for Month End Close.
26. Review Month End Close reports and work with Senior Director of Revenue Cycle to ensure accurate financials for Operations Team.
27. Management of Resident Trust Fund, ensuring Healthcare Management Partners policy and procedures related to Trust Fund management are being followed and upheld.
28. Uses tactful, appropriate communications in sensitive and emotional situations.
29. Promotes positive public relations with patients, residents, family members and guests.
30. Use appropriate workplace behavior and adhere to dress code at all times.
31. All SNF collections
32. Medicaid Pending AR balances not to exceed over 120 days old.

33. Resident Trust Fund reconciliations are to be completed by the 5<sup>th</sup> of each month and Resident Trust Fund audits result with zero deficiencies.
34. As this job description is not intended to be all-inclusive, the employee will be expected to perform other duties as assigned.
35. Ensure monthly statements are out by the 20<sup>th</sup> of each month.
36. Is knowledgeable of patient/resident rights and promotes an atmosphere which allows for the privacy, dignity, and well-being of all residents in a safe, secure environment.
37. Supports and participates in common teamwork:
  - a) Cooperates and works together with all co-workers; plan and complete job duties with minimal supervisory direction, including appropriate judgment.
  - b) Reports complaints, problems and concerns regarding co-workers, management, or residents in accordance with company policy.
  - c) Completes requirements for in-service training, acceptable attendance, uniform, and dress codes including personal hygiene, and other work duties as assigned.
  - d) Agrees to comply with the Code of Conduct.
  - e) PDPM meetings and care plans

**REQUIREMENTS:**

- Associates degree in accounting or related field or two years of experience.
- Previous experience in long-term care business office operations preferred.
- Ability to speak clearly and hear well enough to communicate with others.
- Ability to understand, remember and carry out oral and written instructions in English
- Must be capable of performing the Essential Job Functions of this job with or without reasonable accommodations.
- Experience with PointClickCare a plus but not required

I understand this job description and its requirements, and that I am expected to complete all duties as instructed and assigned. I also understand that the job functions may be altered from time to time, and that Management has the right to modify this job description at any time, without advance notice to me, except as required by law.

I further understand this description identifies the essential and primary duties and responsibilities of the job, and that it is not intended to detail or contain each and every duty inherent in this job.

I acknowledge that by signing this document that I can perform the essential functions of the job duties as described, with or without accommodation and I agree to immediately notify Human Resources if, at some time in the future, I need an accommodation and/or if I am no longer able to perform any of my job duties, with or without accommodation.

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Employee Full Name (Printed)

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Date

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Employee Signature